

The CP Connection

The Community Partner Newsletter

Issue 17

January Issue 2017



“Whenever you are confronted with an opponent, conquer him with love.”

- Mahatma Ghandi

Health Care in 2017 - What's ahead for MHLA?

Hello and happy new year to our community clinics and staff. I hope you had a peaceful holiday season and took some time off before beginning the new year. I for one went to Wisconsin and while the snow was pretty, it was bitterly cold and a good reminder why I love my mild Los Angeles winters.

Regardless of how you feel about the results of the election, I think we can all agree that there are a lot of potential changes and challenges facing us ahead. For all of us working in health care, we are waiting to see what the new president and congress will do to the Affordable Care Act (ACA). There are many proposals being floated in Washington D.C., from repealing the ACA now and replacing it in two years, to allowing states, like California, to keep the ACA if they want. Every day seems to bring a new proposal, and like you, I am watching the signs and signals daily.

I know it can be hard to stay positive when we know so many people that have been helped by health coverage might lose it. It's scary to not know what is coming, or how our world of health care or our patients will be affected.

So what do we do? There is a lot we can do. We can make sure our MHLA participants know that they should enroll and re-enroll in the program (see Page 2). We need to tell them they shouldn't be afraid to see their doctor. We have to let them know their personal information is safe with us, and that we are not going to give it to immigration enforcement. We know these are real and valid concerns. Some frightening things were said during the election and many people are scared by what they heard. Our responsibility is still to our patients. We must continue providing a positive environment for them—something that you already do so well.

Lets keep telling everyone we can about the successes of the ACA and MHLA. I know this does help. I went to the women's march last week, and saw first hand how strong we are when we come together over the things that matter most.

-Amy Luftig Viste
Program Director, MHLA

Inside this issue:

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- ◆ One-e-App and Eligibility Trainings for 2017!
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The Fiscal Year 2015-16 MHLA Annual Report is Out!

The MHLA Program Office just completed the Fiscal Year 2015-16 Annual Report of the MHLA program. For those of you who may be new to MHLA, the Annual Report provides a comprehensive summary and analysis of the MHLA program including enrollments, disenrollments, renewals, calls to member services, audits, service utilization at CPs and DHS, financials, and much more.

The annual report is designed to provide the public, policy makers, participants, clinics, researchers and other interested groups with detailed information about the ongoing performance of the MHLA program throughout FY 2015-16. Highlights include:

- A total of 179,367 participants were enrolled and/or accessed services during the fiscal year.
- 116,168 (65%) unique participants received a primary care visit at a CP medical home clinic.
- 441,702 total primary care visits were provided at a CP medical home clinic.
- MHLA participants had an average of 3.22 primary care visits per year.
- 23,002 unduplicated MHLA patients accessed 87,074 specialty care visits at DHS.
- 12,064 emergency department (ED) visits were provided for 5% of MHLA participants.
- Of the 21,451 MHLA Member Services calls received, there were only 20 formal complaints.

The Annual Report can be found on the MHLA website (dhs.lacounty.gov/mhla) under the "MHLA Reports and Resources" section. Enjoy.

A Message to MHLA Patients: Do Not Be Afraid of Getting Health Care!

Since the presidential election, some individuals and families might be afraid to apply for or renew their MHLA because they fear their immigration status might be shared with immigration agents.

This month, the MHLA program sent a newsletter to all MHLA Participants (called *My Healthy News*) letting them know that their information is safe at MHLA,

and that they should not let fear keep them from seeing a doctor or enrolling in health care.

This newsletter article is in English and Spanish and we encourage you to download it from the MHLA website and share it with your patients. Use it to assure MHLA participants that they should not be afraid to go to the doctor, the clinic or the hospital. Fear should not stop them from enrolling or renewing their health care. Let them know their information is kept completely confidential by you and by MHLA.

You can assure your patients that MHLA is not going away, regardless of what happens to the Affordable Care Act (or "Obamacare"). If they have questions, they can contact Member Services at (844) 744-6452.

You can find a link to this "My Healthy News," Issue No. 5 on the MHLA website under the "For DHS and Community Partners" section in the "Newsletter" tab.

Save the Date! One-e-App and Eligibility Trainings for 2017

Please mark your calendars for the new **MHLA Eligibility and One-e-App trainings** for new enrollers in 2017.

The 3-Hour **One-e-App Trainings** will be held in two sessions: 9:00 AM to 12:00 PM & 1:00 to 4:00 PM (only select one-afternoon session is a repeat) at our Alhambra office, 1000 S. Fremont Ave., Building A9 East, Conference Room G03 (located in the basement) on:

- ♦ February 17
- ♦ May 26
- ♦ September 22

A detailed training flyer is being sent out to all CPs with a registration form and campus map.

The **Comprehensive Eligibility Trainings** will be held from 9:00 AM to 4:00 PM at M.L.K. Hudson Auditorium, 12021 South Wilmington Avenue, L.A. 90059 on:

- ♦ February 16
- ♦ May 25
- ♦ September 21

To register for the Comprehensive Eligibility Training, contact Jennifer Bautista at (626) 299-5520. Thanks!

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